

09/22/03
16138 U.S. PTO

MAIL STOP PATENT
APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Attorney Docket No.: 121122

03970 U.S. PTO
10/668043
09/22/03

TRANSMITTAL LETTER

Seattle, Washington 98101

September 22, 2003

TO THE COMMISSIONER FOR PATENTS:

Transmitted herewith for filing under 37 C.F.R. § 1.53(b) by Express Mail is the incomplete patent application of Martha Lorraine Denham, Kimberly Ann Rachmeier and Jeffrey P. Bezos, entitled SYSTEM AND METHOD FOR FACILITATING CUSTOMER SERVICE UTILIZING EMBEDDED CLIENT FEEDBACK LINKS.

- 1. An application consisting of 23 pages of specification, including the claims and the Abstract of the Disclosure, and 6 sheets of drawings is attached.
- 2. A Combined Declaration and Power of Attorney is **not** attached. Please file this application in the names of the inventors listed above.
- 3. No fee is enclosed.
- 4. Please note the accompanying Request and Certification Under 35 U.S.C. § 122(b)(2)(B)(i). I hereby certify that the invention disclosed in this application has not and will not be the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen months after filing. It is requested that the attached application not be published under 35 U.S.C. § 122(b).
- 5. A filing date in accordance with 37 C.F.R. § 1.10 is requested. The Express Mail Certificate appears below.

Please address all further correspondence to:

Customer No. 26389

LAW OFFICES OF
CHRISTENSEN O'CONNOR JOHNSON KINDNESS^{PLLC}
1420 Fifth Avenue
Suite 2800
Seattle, Washington 98101
206.682.8100

CHRISTENSEN O'CONNOR JOHNSON KINDNESS^{PLLC}
1420 Fifth Avenue, Suite 2800
Seattle, WA 98101

Respectfully submitted,

CHRISTENSEN O'CONNOR
JOHNSON KINDNESS^{PLLC}

*Maria L. C. Anderson Reg. No. 40,574
for Mauricio A. Uribe*

Mauricio A. Uribe
Registration No. 46,206
Direct Dial No. 206.695.1728

EXPRESS MAIL CERTIFICATE

Express Mail No.: EL 974023309 US
Date of Deposit: September 22, 2003

I hereby certify that this document and the enclosures listed therein are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. § 1.10 on the date indicated above and is addressed to Mail Stop Patent Application, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Sheila B. King
(Typed or printed name of person mailing paper or fee)
Sheila B. King
(Signature of person mailing paper or fee)

MAU:sbk

LAW OFFICES OF
CHRISTENSEN O'CONNOR JOHNSON KINDNESS^{PLLC}
1420 Fifth Avenue
Suite 2800
Seattle, Washington 98101
206.682.8100

**MAIL STOP PATENT
APPLICATION**

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Applicants: M.S. Denham et al. Attorney Docket No.: 121122

Title: SYSTEM AND METHOD FOR FACILITATING CUSTOMER SERVICE
UTILIZING EMBEDDED CLIENT FEEDBACK LINKS

REQUEST AND CERTIFICATION UNDER 35 U.S.C. 122(b)(2)(B)(i)

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Dated this 22nd day of September, 2003.

Respectfully submitted,

CHRISTENSEN O'CONNOR
JOHNSON KINDNESS^{PLLC}

Maria L. C. Anderson
for Mauricio Uribe Reg. No.
40,574

Mauricio A. Uribe
Registration No. 46,206
Direct Dial No. 206.695.1728

MAU:sbk

LAW OFFICES OF
CHRISTENSEN O'CONNOR JOHNSON KINDNESS^{PLLC}
1420 Fifth Avenue
Suite 2800
Seattle, Washington 98101
206.682.8100